

State Enhanced 9-1-1
Advisory Committee
Meeting Minutes
March 20, 2003

Members Present:

Chair, Naomi Wu, *Small Rural Counties - West*
Mike Akin, *Association of Washington Cities - West*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
Dave Cowardin, *Washington State Association of Fire Chiefs*
Jack Cvitanovic, *Department of Health*
Marlys Davis, *King County*
Jon Kaino, *Washington State Association of Counties - West*
Larry Borrell, *Washington State Patrol*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lynn Mell, *T-Mobile USA*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Markus Volke, *Qwest*
Marj Williams, *Large Urban Counties – West*

Alternate Members Present:

Dennis English, *Washington Association of Sheriffs and Police Chiefs*
Mike Fagan, *Washington Independent Telephone Association (WITA)*
Lorlee Mizell, *Large Urban Counties - East*
Steve Reinke, *Small Rural Counties - East*
Patti VonBargen, *Association of Washington Cities - East*

Guests Present:

Ben Keller (*Garfield*), Pam Boad (*Mason*), Tim Goss (*Clark*), Doug Gehrke (*consultant*), Joe Blaschka (*ADCOMM*).

County Coordinators Present:

Kellie Ottmar (*Adams*), Bonnie Albertsen (*Asotin*), **Lorlee Mizell** (*Benton*), **Naomi Wu** (*Clallam*), Roger Trump (*Columbia*), **Dennis English** (*Douglas*), Virginia Boyd (*Garfield*), Mary Allen (*Grant*), Peggy Fouts (*Grays Harbor*), Tom Shaughnessy (*Island*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), **Steve Reinke** (*Kittitas*), Lanette Scapillato (*Lewis*), **Mike Akin** (*Mason*), Kim Scott (*Okanogan*), Stephanie Fritts (*Pacific*), Jim Ricks (*San Juan*), Deb Welsh (*Skagit*), Dave Cox (*Skamania*), **Marj Williams** (*Snohomish*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), Dac Jamison (*Whatcom*) and **Patti VonBargen** (*Whitman*).

State Office Staff Present:

Bob Oenning, Kurt Hardin, Catherine Bartholomew, Teresa Lewis and Dave Griffith

Welcome and Introductions:

Naomi Wu called for a moment of silence for our troops overseas and for those being affected by the war.

Naomi Wu called the meeting to order at 9:40 am. Members and guests introduced themselves.

Review and Approval of the Minutes (February 20, 2003): Mike Akin motioned to approve the minutes from the February 20, 2003 meeting as written. Dave Cowardin seconded the motion. The motion carried.

Old Business:

Bob Oenning handed out the By-Laws **[ENCL 1]** with all of the approved changes incorporated. Bob then talked about the slide showing the West Urban and Rural and the East Urban and Rural counties with the estimated 2002 populations. Jeanne Massingham suggested that the revised date be added to the By-Laws for historical purposes.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis

Kurt Hardin presented the Phase I Order spreadsheets **[ENCL 2]** and the Phase II Order spreadsheet **[ENCL 3]**. Lynn Mell told Kurt that T-Mobile USA does have service in Franklin County. Kurt asked her to see him after the meeting regarding this information. Kurt noted that all Phase I implementation needs to be completed by June 30, 2003, if the state office is to pay the non-recurring costs.

Marlys handed out the King County Wireless E-911 Service status spreadsheet **[ENCL 4]**. She stated that King County has discovered that Phase II means something different for each carrier. She explained what each carrier uses for Class of Service, how the call is received, ALI rebid requirements, uncertainty information, and supplied a number to contact for reporting system problems. Each PSAP will need to incorporate this information into training for dispatching purposes.

Phase I Service Agreements: The agreement for Inland Cellular has been finalized and sent out to the counties. Bob Oenning stated that all of the current service agreements are being posted on the State Office web page (<http://www.wa.gov/wsem/2-e911/phase1-agreements/phase1-idx.htm>).

Marlys talked about an issue that has come up regarding a carrier that had a misprogramming in the MSC that was causing 9-1-1 calls to not be switched to the correct PSAP. The calls were routed to the default PSAP, which was the WSP Bellevue PSAP. There was some discussion regarding this issue, including a question of how the wireless system default routing actually works. The question was asked 'Who does each carrier have as the default PSAP?'

Dave Griffith discussed the recent FCC actions. On February 20, the FCC issued an order approving Motorola's new analog phone design, which will allow callers accessing 9-1-1 from an analog phone, to be connected to either an analog carrier in an area depending on network availability.

Activity continues to increase in responses to the FCC's recent release of the Richardson Order (FCC 02-318 and CC Docket No. 94-102). This document was an Order on Reconsideration in response to the wireless carriers' requests for clarification and additional requirements after the

initial Richardson Order had been issued (FCC 01-293). On February 21, three wireless carriers petitioned the FCC for further clarification of the rules in the Richardson Order. Cingular Wireless asked that the Commission:

1. To require PSAPs to be ready for Phase II before making requests to carriers;
2. To require PSAPs to provide documentation up front (not after the carrier's request);
3. To stop the (6-month) clock whenever a carrier challenges a PSAP;
4. To use an expedited process.

Nextel asked the Commission to:

1. Require parties to act in good faith;
2. Remove time limits (the 6-month requirement is arbitrary);
3. Reconsider the liability clause for non-compliance.

In its petition, T-Mobile USA noted:

1. The FCC had failed to give carriers proper notice in the Richardson Order;
2. The clock should be stopped whenever there is a dispute on compliance;
3. Carriers should have 90-days to comply after the PSAP shows compliance.

Under the current Richardson Order carriers have 15 days to challenge a PSAP request for Phase II service. The PSAP has 15 days to respond to the carrier, or the clock will stop. If the carrier still disagrees with a PSAP's readiness, the carrier may enter into a 21-day compliance process, which if contested, may be settled by the FCC after the 6-month deadline has passed. APCO called the petitions by the three wireless carriers another attempt to delay implementation of Phase II service. The FCC has mentioned that parties will be allowed to file objections to the three petitions.

In response to the FCC petitions counties had questions about whether State Office funding, which is due on or before June 30, 2003, would be impacted if PSAPs were challenged and implementation was stopped. The State Office replied that the funding applies to Phase I service, and the disputes in the Richardson Order are for Phase II service.

The FCC has issued a notice that it is giving additional time for reply comments to its recent Further Notice of Proposed Rule-making (NPRM) where it is reviewing rules on access to E911 from satellite phones, PBXs and Centrex services, new wireless devices, telematics, pagers and personal digital assistants (FCC 02-326 and CC Docket No. 94-102). The new filing deadline is March 25, instead of March 11.

There was a request from Pacific County for a spreadsheet that tells the counties which carriers and how many trunks are in their county.

STATE OFFICE REPORTS:

Legislation:

Bob reported on the Telecommunications Operations Title 480 WAC **[ENCL 5]**. This will take effect on July 1, 2003. There has been some discussion with the WUTC on Voice-Over Internet Protocol (VoIP) and the regulatory status of these providers. Marlys stated that she has been checking the PBX laws as a potential requirement, but there is nothing to address this issue. Discussion ensued regarding how to deal with this issue.

The state budget is over \$3 billion out of balance now. The Legislature will be cutting 2,500 FTEs across the state and some of these may take place, as early as, April 1, 2003. One of the items that may be affected by the cuts is travel expenses. This could affect the Advisory Committee meetings, but will have to wait and see.

Bob reported on some of the Legislation bills that impact E911 **[ENCL 6]**. It was asked that the state office keep the Advisory Committee and the county coordinators up to date regarding these bills.

March 2003 Coordinator Forum Issues for FY04 Contracts:

Kurt Hardin presented the issues that were brought up at the March Coordinator Forum regarding the FY04 Contracts. The issues were as follows:

- **Training Reimbursement.**
 1. *County Coordinator Training reimbursement*
 2. *MSAG Coordinator Training reimbursement*
 3. *Training reimbursement for part-time call takers when backfilling.*
- **MSAG Coordinator Salary Reimbursement.**
- **Reimbursement for Coordinators to attend Coordinator Forums.**

County Coordinator Training Reimbursement

- Currently the coordinator is eligible for \$3,000 for training reimbursement in the 2004 contracts (this covers attendance at all training, costs to cover 50% of the E911 Advisory Committee meetings, costs to cover all the Coordinator Forums).

The request is to allow *County Coordinators that also work as call takers to be eligible for the call taker training reimbursement of \$2,000 too*. Basically that will allow those coordinators to be eligible for \$5,000 of training reimbursement. One problem this creates is the perception that 911 County Coordination is not a full-time responsibility. Currently the State Office's position is to keep the County Coordinator training reimbursement at \$3,000 for all fundable counties. Discussion ensued.

Jon Kaino motioned for the County Coordinator to receive \$2000 for training and reimburse actual costs for travel to 50% of the E911 Advisory Committee meeting and 100% of the E911 County Coordinator Forums. The actual amount for travel would be added to their FY04 operations contracts. Jeanne Massingham seconded the motion. Discussion ensued. **Steve Reinke called for the question. The motion passed.**

MSAG County Coordinator Training Reimbursement

- Currently the MSAG coordinator is eligible for combined (*wireline/wireless*) \$1,000 for training reimbursement in the 2004 contracts (this covers attendance at all training and costs to cover the Coordinator Forums).

The request is to allow *MSAG County Coordinators that also function as call takers to be eligible for the call taker training reimbursement of \$2,000 too*. Basically that will allow those MSAG coordinators to be eligible for \$3,000 of training reimbursement. Currently the State Office's position is to keep the MSAG Coordinator training reimbursement at \$1,000 for wireline and wireless operations contract for all fundable counties. Discussion ensued.

Steve Reinke motioned for the MSAG County Coordinator to receive only actual costs for travel to 100% of the E911 County Coordinator Forums. But if the MSAG Coordinator also works as a calltaker, then they would receive \$2000 for call taker training and reimbursement of actual costs for travel to 100% of the E911 County Coordinator Forums. The actual amount for travel would be added to their FY04 operations contracts. Jeanne Massingham seconded the motion. Discussion ensued. **Jon Kaino called for the question. The motion passed.**

Straight-Time Backfill for Training by Part-Time Call Takers Training Reimbursement

- Currently only over-time backfill is eligible for reimbursement for those call takers attending training.

The request is to allow *straight-time backfill to be eligible when replacing a calltaker attending training*. If this were approved there would be accounting difficulties at the state office on how to account for the straight-time costs and then how to reimburse straight-time training attendance by part-time calltakers. Currently the State Office's position is to only allow overtime backfill's to be eligible for training reimbursement.

Steve Reinke motioned to amend the policy to allow part-time employees who are performing 911 calltaker duties to be reimbursed at their actual costs to the PSAP for backfill. Dennis English seconded the motion. Discussion ensued. **The question was called. The motion passed.**

MSAG County Coordinator Salary Eligibility

- Currently the MSAG coordinator is eligible for combined (wireline/wireless) \$30,000 for salary in the 2004 contracts.

The request is to for *MSAG County Coordinators that also function as call takers to be eligible for the call taker salary assistance beyond \$30,000*. If approved the first \$30,000 salary/benefits would be MSAG coordination and the additional salary/benefits would be out of calltaker salary assistance. Currently the State Office's position is to keep the MSAG Coordinator salary/benefits to stay at \$30,000 total for wireline and wireless. Discussion ensued. The decision by the Advisory Committee was to leave it as it is. No action taken.

Reimbursement to attend the E911 County Coordinator Forums (June 2003 in Wenatchee, WA in conjunction with the APCO Summer Training Conference)

- Currently only counties with operations contract receive funding to attend the E911 County Coordinator Forums. Those counties without operations contracts pay 100% of their travel to the forums, which include any and all registration fees.

The request is to have *the State Office reimburse all counties for part or all of their costs associated with attending the E911 County Coordinator Forums and if the forum is held in conjunction with a training conference, then those counties without operations contracts would not have to pay the registration fees for the training conference*. For counties with operations contracts there is a requirement for the Coordinator and the MSAG Coordinator to attend all of the forums. Currently local county 911 revenue has been accounted for (from those counties with operations contracts) prior to receiving reimbursement for attending these forums. The problem for the State Office is how to account for local 911 revenue to counties without operations contracts. Currently the State Office position is to provide reimbursement to those counties with operations contract to attend all of the E911 County Coordinator Forums. Discussion ensued. The decision by the Advisory Committee was to not make a recommendation, because the state office does not have the authority to approve this. No action taken.

Financial Status:

Catherine Bartholomew reported on the State Office's Financial Status **[ENCL 7-11]**. Kurt Hardin stated that at the next Advisory Committee meeting the financial statuses would be broken out into Wireline and Wireless portions.

National Issues:

Bob Oenning reported that the Homeland Defense money is significantly less than expected. There was an anticipated minimum of approximately \$42 million coming to the State of Washington, but it is now actually about \$13.6 million.

The NENA SWAT is moving ahead. The final report will come out in May and will go to the congressional 911 caucus for action. There has been a tremendous amount of effort put into this committee.

APCO grants are in their second round. Bob talked about the news release from APCO regarding the first APCO grant awards across the nation and to the state of Washington **[ENCL 12]**. Bob announced that the state office would be matching awarded grants again with 25%. The question was asked how could the state office match funds to counties that are not eligible for operations grants. Kurt explained how this is eligible and is different from operations contracts.

NEW Business:

Wireless LEC Phase II Costs:

Kurt Hardin reported on Phase I LEC Interface Costs. There is a minimum of two trunks per carrier incremented by one trunk per 10,000 subscribers in a county above 10,000. The current state policy is *statewide agreements with LECs to fund costs effective October 1, 2002*. This does not account for multiple PSAPs per county. This policy is different from the long-term goal (to minimize PSAPs per county). The Phase I LEC Interface policy was adopted to help push wireless Phase I Implementation along. Currently the state office is funding multiple PSAPs within a county, which is contrary to stated goal. The State Office's proposed LEC Statewide agreements would be to continue funding of LEC costs for Phase I until Phase II Implementation. Upon Phase II implementation, the State Office will only fund LEC costs for those counties with consolidated PSAPs. The Washington State Patrol is separate.

The LEC Interface Costs Annual Costs options are:

- Fund all LEC recurring Interface costs for counties regardless of the number of PSAPs
- \$1,675,000
- Fund only LEC recurring Interface costs for counties with consolidated PSAPs.
- \$925,000
- The difference is \$750,00
- This affects King, Pierce and Snohomish counties

Discussion ensued.

Jim Quackenbush motioned to move forward with a commitment to fund all wireless LEC recurring interface costs to counties regardless of the number of PSAPs. Marj Williams seconded the motion. Discussion ensued again. The question was called. ***Dennis English and Dave Cowardin voted with Nays. Lynn Mell, Jeanne Massingham and Marlys Davis abstained from the motion.***

Bob Oenning noted that due to the state budget situation, there might not be a meeting next month depending on the status of the budget.

The next meeting will be held THURSDAY, APRIL 17, 2003 at THE RADISSON SEATAC HOTEL (if travel is approved).

ACTION ITEMS:

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